

CHILD SIDE SCHOOL GRIEVANCE POLICY

1. We expect children to follow a conflict resolution procedure therefore we expect adults to also follow one. Research and experience shows that significant adults modelling appropriate behaviours and procedures is a powerful and authentic way for children to learn.
2. In all matters of dispute, the educational well-being of the children is the first priority, both the individual and collective impact needs to be considered.
3. Information about the process for raising concerns and dealing with disputes and complaints is available to children, parents, staff and members of the local community.
4. The process for responding to concerns, disputes and complaints is as follows:

Raising Concerns and Complaints

- A concern will be treated as a less serious matter that may be resolved with a more informal approach.
- Complaints will be treated as an expression of genuine dissatisfaction that requires a more formal process.
- We encourage parents to first treat their grievance as a concern when approaching the school, and then lodge a complaint if this is not handled to your satisfaction or a resolution has not been reached.
- When raising a concern we suggest that it is best to start with the person most closely concerned with the issue eg, class or learning issues to your child's educator or request a Learning Team Meeting on a Wednesday afternoon during Staff Dialogue time.
- Complaints need to be lodged in writing , clearly outlining the details of the grievance and this should be lodged with the Senior Educator.

- Complaints are treated in a confidential manner and with integrity and respect. Knowledge of it will be limited to the Senior Educator and those directly involved. The Chairperson of the Governing Council and the School Administrator may also need to be informed.
- It is the School's policy that complaints made by parents should not rebound adversely on their children.
- We cannot entirely rule out the need to make third parties outside the School aware of the complaint and possibly also the identity of those involved. This would only be likely to happen where, for example, a child's safety was at risk or it became necessary to refer matters to the Police or to Department of child Protection for advice or immediate action. If such action was required parents would be informed.
- While information relating to specific complaints will be kept confidentially on file, we would point out that anonymous complaints might not be pursued.
- Action which needed to be taken under staff disciplinary procedures as a result of complaints, would be handled confidentially within the School.
- If a complaint is lodged in writing, a written response will be made within 5 working days to acknowledge the complaint and, unless further exploration of the issue is needed, detail what action is proposed or will be taken and the timeline for this action. It may be suggested that a meeting will be required between relevant parties.
- If you are not satisfied with the outcome or, at least, that your concerns have been fully and fairly considered, the Senior Educator will refer the matter to the Chairperson of the Governing Council or alternatively, you may wish to write directly to the Chairperson. The Chairperson will call for a full report from the Senior Educator, and will examine matters thoroughly before responding. This may result in a positive solution, but if it does not, the Chairperson will invite you to a meeting. Those involved in this meeting would include: The Chairperson, Senior Educator, at most one other staff member and the Parents. Parents may wish to be supported by a friend, but legal representation would not be appropriate at this stage.
- If a solution or resolution is unable to be reached then the Chairperson would seek the advice on an independent arbitrator.

CHILD SIDE SCHOOL GRIEVANCE FLOWCHART

